ANNEXURE NO 8

Vide Unstarred question No. 2121 (b) answered on 13th March, 2006

PERFORMANCE MONITORING REPORT OF BASIC AND MOBILE SERVICE (QUARTER ENDING SEPTEMBER, 2005) COMPILED BY TRAI

(a) Performance Monitoring Report of Quality of Service of Basic Services (Wire-line) for the Quarter ending Sept. 2005

Sl.No.	Service Area	Service Provider	New connections after registration of demand	Fault incidences per 100/sub/month)	Fault repaired by next working day	Mean Time to Repair (MTTR)	Grade of service (calls per thousand)	Call completion rate in local network	Metering & billing credibility-% of bills disputed	Shifts	Closures	Additi-onal facility	Response Time to the Customer for Assistance			
										95% of requests			%age of calls answered (electronically)		%age of calls by operator (voice to voice)	
							at Junction between local									
			100% in < 7 days	<5	>90%	<8 hrs	exchange (2/1000)	>55%	<0 1%	<3 days	<24 hrs	<24 hrs	Within 20 sec. = 80%	Within 40 sec. = 95%	Within 60 sec. = 80%	Within 90 sec = 85%
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
1	Andhra Pradesh	BSNL	67 98	6 57	82 95	19 00	NA	53.45%	0.05	0 00	82 03	NA	NA	NA	NA	NA
		Reliance	56 10	4 39	NA	4 51	NA	66.86%	2 24	26 09	43.82	99 96	NA	NA	91.50	NA
		Bharti	85 01	14 72	NA	5 18	0 0020	53 00%	1 44	52 91	100 00	100 00	NA	NA	NA	NA
		TATA	91.83	3 84	65.06	17.56	0·0520	50.05%	0 14	80 98	97.17	94 73	77 00	82.00	NA	NA
2.	Bihar	BSNL	31 27	7 09	85.30	13 00	NA	39 15%	0 04	0.00	94.48	NA	NA	NA	NA	NA
		Reliance	26.90	6 32	NA	4 72	NA	66.43%	0 00	88 89	100 00	92.86	NA	NA	91.50	NA
3.	Delhi	MTNL	49 07	5.26	81 07	13.87	0 0003	46.00%	0.14	67.90	91.03	73 56	100 00	Nil	95.00	Nil
		Reliance	34.13	3.22	NA	5.27	NA	66.94%	2.32	6 25	52.00	99.79	NA	NA	91.50	NA
		Bharti	100.00	7.07	68 08	8 54	0 0010	52.32%	0 07	13.76	90.77	63.16	NA	NA	87.00	NA
		TATA	93 74	0.00	100.00	7.00	0 0002	63.00%	0.25	78 79	24 64	97 83	84 00	89.00	NA	NA
4.	Gujarat	BSNL	88 13	8 74	89 63	12.00	NA	61 13%	0.11	0 00	93 20	NA	NA	NA	NA	NA
		Reliance	29 98	11 45	NA	8.05	NA	67.31%	1.52	6.15	46.94	99.86	NA	NA	91.50	NA
		Tata	99 54	1 04	71 41	14 70	0.0080	74.84%	0.40	100 00	100 00	97.16	80.00	84.00	NA	NA
5.	MP & Chattisgarh	BSNL (MP)	79 83	6 06	96.75	7.00	NA	70.23%	0 10	0 00	76 50	NA	NA	NA	NA	NA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
		BSNL (Chattisgarh)	67.37	12.89	71.24	19 00	NA	62.72%	0.04	0.00	79.86	NA	NA	NA	NA	NA
		Reliance	48.27	4.97	NA	4.40	NA	66.68%	1.88	75 00	NA	NA	NA	NA	91.50	NA
		Bharti	97 74	4 52	87 86	11 20	0 0000	64 30%	0.02	52.06	100.00	99 99	100 00	Nil	81.00	100.00
6.	Maharashtra	Bsnl	57.49	10.18	88.15	15.00	NA	53.60%	0 04	0.00	71.01	NA	NA	NA	NA	NA
		Reliance	36.08	2.26	NA	3.16	NA	67.27%	6.01	47.37	20.75	99.53	NA	NA	91.50	NA
		TATA	NA	NA	98.87	4.19	0.0020	64.11%	0.14	84.03	100.00	95.43	NA	NA	NA	NA
7.	Punjab	BSNL	98.87	8.28	93.41	13.00	NA	64.90%	0.04	0.00	99.55	NA	NA	NA	NA	NA
		Reliance	46.18	8.96	NA	4.03	NA	67.04%	1.95	55.17	82,72	100 00	NA	NA	91.50	NA
		Bharti	77.78	12 18	97.99	8.51	0.0010	49.87%	4.44	96.55	63.64	45.71	NA	NA	67.00	NA
		HFCL	95.56	2.72	NA	8.65	0.0017	55.48%	0.10	95.94	97.17	98.05	100.00	Nil	100.00	Nil
8.	Rajasthan	BSNL	75.34	10.28	86.45	13.00	NA	55.88%	0.03	0.00	73.85	NA	NA	NA	NA	NA
		Reliance	52.22	0.17	NA	1.42	NA	66.39%	0.00	Nil	Nil	91.67	NA	NA	91.50	NA
		Shyam	100.00	2.96	93.18	5.00	0.0010	68.00%	0.09	95.49	100.00	95,82	Nap	Nap	84.00	96.00
9.	Tamil Nadu	BSNL	100.00	3 96	96 82	7.00	NA	72.40%	0.04	0.00	80.93	NA	NA	NA	NA	NA
		Reliance	44.19	5.09	NA	4.11	NA	67.34%	0.72	80.33	64.90	100.00	NA	NA	91.50	NA
		Bharti	91.08	2.15	98.64	3.30	0.0020	67.00%	0.09	52.47	87.66	96.89	NA	NA	NA	NA
		TATA	100.00	Nil	Nil	0.00	0.0000	NA	Nil	NIl	Nil	Nil	93.00	95.00	NA	NA
10.	Haryana	BSNL	88.96	8.38	92.32	15 00	NA	70.52%	0.05	0.00	81.87	NA	NA	NA	NA	NA
		Reliance	0.00	2 37	NA	6.17	NA	66.50%	28.57	Nil	Nil	85.71	NA	NA	91.50	NA
		Bharti	100.00	8.01	65.72	11.76	0.0010	59.90%	0 11	13.33	95.08	59.25	NA	NA	87.00	NA
11.	Karnataka	BSNL	80.49	7 73	93.33	5.00	NA	55.60%	0.00	0.00	98.25	NA	NA	NA	NA	NA
		Reliance	32 49	0.63	NA	3.47	NA	67.18%	1 72	66 67	61.58	99.96	NA	NA	91.50	NA
		Bharti	70.53	1 94	89.56	3.00	0.0000	56.95%	0 20	25.60	Nil	82.16	86.20	NA	67 34	32.66
		TATA	80 22	1.04	76.17	16.30	0.0010	55.95%	0 35	78 79	91.95	94 11	93.00	96 00	NA	NA
12	A&N	BSNL	73.20	11.39	90.04	13.00	NA	39.98%	0.15	0.00	92.70	NA	NA	NA	NA	NA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
13.	Assam	BSNL	47.35	7.63	96.24	24.00	NA	39 51%	0.15	0.00	60.97	NA	NA	NA	NA	NA
14	Chennai	BSNL	92.24	6.40	95.11	15.00	NA	75.36%	0.12	0.00	100.00	NA	NA	NA	NA	NA
		Reliance	97.10	0.85	NA	4.65	NA	68.10%	0.95	0 00	94.16	94.08	NA	NA	91.50	NA
		TATA	100.00	0.08	100.00	4.60	0.0000	63.12%	0.00	100.00	100.00	100.00	93.00	95 00	NA	NA
15	HP	BSNL	98.79	9.82	93.19	6.00	NA	59.34%	0.05	0.00	94 99	NA	NA	NA	NA	NA
16	Jharkhand	BSNL	19.27	8.38	93.94	20.00	NA	44.02%	0.08	0 00	100.00	NA	NA	NA	NA	NA
17.	J&K	BSNL	64.63	12.35	93.13	10.00	NA	35.29%	0.05	0.00	78.30	NA	NA	NA	NA	NA
18.	Kerala	BSNL	62.65	9.39	85.19	18.00	NA	67.39%	0.02	0.00	90 66	NA	NA	NA	NA	NA
		Reliance	49.53	4.11	NA	2.39	NA	NA	0 50	33.33	45.45	99.55	NA	NA	91.50	NA
19.	Kolkata	Bharti	57.07	11 02	96.52	3.50	0.0000	45.00%	0.00	NA	98.68	93.94	NA	NA	NA	NA
		Reliance	33 50	3.33	NA	4.64	NA	66.84%	2.88	3.03	20.83	99.42	NA	NA	91 50	NA
		BSNL	59.75	5.60	86.87	13 00	NA	51.05%	0.07	0.00	100.00	NA	NA	NA	NA	NA
20	Mumbai	TATA	NA	1.66	98.02	4 12	0.0020	64.37%	0.33	13 85	0.00	92.44	NA	NA	NA	NA
		Bharti	24.28	NA	95 10	0.00	0 0000	NA	0.84	60.71	94.08	94.56	NA	NA	NA	NA
		Reliance	31.69	3.41	NA	8.41	NA	67.66%	1.37	38.10	10.77	98.15	NA	NA	91.50	NA
		MTNL	30.41	20.86	NA	45 25	0.0004	51.24%	0.11	24 36	69.90	58.03	99 16	100 00	91 83	100.00
21.	NE-I	BSNL	42.12	5 87	92 03	33.00	NA	51.95%	0.08	0.00	100.00	NA	NA	NA	NA	NA
22.	NE-II	BSNL	89.82	5.19	92.23	5.00	NA	55.42%	0 18	0.00	0.00	NA	NA	NA	NA	NA
23.	Orissa	BSNL	100.00	6.96	91.15	11.00	NA	64.23%	0.27	0.00	100.00	NA	NA	NA	NA	NA
		Reliance	55.56	0 54	NA	4.91	NA	66.35%	0.00	Nil	Nil	100.00	NA	NA	91.50	NA
24.	UP-E	BSNL	95.95	7.13	94.34	8.00	NA	63.74%	0.02	0.00	97.41	NA	NA	NA	NA	NA
		Bharti	97.74	0.07	95.32	11.20	0.0000	40.50%	0.74	100.00	100.00	100.00	100.00	NA	81 00	100.00
		Reliance	62.62	11.75	NA	1.78	NA	66.37%	3.54	50.00	48.39	99.89	NA	NA	91.50	NA
25	UP-W	BSNL	71.38	10.20	84.88	11.00	NA	63.12%	0 03	0.00	72.91	NA	NA	NA	NA	NA
		Bharti	100.00	6.47	66.95	12.80	0.0010	54.39%	1.00	11.02	100.00	63.29	NA	NA	87.00	NA
		Reliance	Nil	2.72	NA	3.42	NA	66.41%	Nil	90.00	Nil	90.63	NA	NA	91.50	NA
26.	Uttaranchal	BSNL	61.41	9.20	94.65	6.00	NA	63.74%	0.02	0 00	95.72	NA	NA	NA	NA	NA
27	West Bengal	BSNL	26.33	7.51	89.69	18.00	NA	65.07%	0 03	0.00	95.47	NA	NA	NA	NA	NA
		Reliance	Nil	7.41	NA	3.20	NA	66.38%	0.00	Nil	NIl	100 00	NA	NA	91.50	NA

Operator and meeting the prescribed benchmark

(b) Performance of QoS Parameters for Mobile Services as reported by for the quarter ending 30th September, 2005

		Parameters													
		(A) Network Performance							(B) Customer help lines				(C) Billing Complaints		
		(i)	(ii)	(iii)	(iv)		(v)	(vi)	(i)				(i)	(ii)	(iii)
		Accumulated down time of community isolation	Call Set-up Success Rate (within licensees own network)	Service Access Delay	Blocked Call Rate		Call Drop Rate	%age of connections with good voice quality	Response time to the customer for assistance				Complaints per 100 bills issued	%age of complaints resolved within 4 weeks	Period of all refunds/ payment due to customers from the date of resolution of complaints as in (ii) above
Sl. No.	Service Provider	Benchmarks													
		<24 hrs.	>95%	Between 9 to 20 seconds depending upon no. of paging attempts (Average of 100 calls = <15 sec.)	(i) SDCCH/ Paging Channel Congestion < 1%	(ii) TCH Congestion < 2%	< 3%	> 95%	(i) %age of calls answered (electronically) within 20 seconds = 80%	(i) %age of calls answered (electronically) within 40 seconds = 95%	(i) %age of calls answered by operator (voice to voice) within 60 sec. = 80%	(i) %age of calls answered by operator (voice to voice) within 90 sec. = 95%	< 0.1%	100%	< 4 weeks
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	'A' Circle														
i.	Maharashtra														
1.	BPL	18.51	98.27%	5.0	0.99%	1.67%	1.32%	97.4%	100 00%	Nil	100.00%	Nil	0.100%	100.00%	30 days
2	IDEA Cellular	92.74	98.54%	12.0	0.95%	1.16%	1.54%	98.4%	100.00%	Nil	57.00%	64.00%	0.300%	100.00%	30 days
3	BSNL	87.00	80.05%	2.2	4.40%	2.26%	1.32%	98.0%	NA	NA	NA	NA	0.410%	100.00%	30 days
4	Bharti Cellular	23.10	99.27%	9.2	0.44%	0.27%	0.91%	95/3%	99.00%	99.00%	94 00%	94.00%	0 090%	100.00%	30 days
5	Reliance-CDMA	41.00	98.00%	6.0	0.00%	0.51%	0.97%	98 0%	99 50%	99.50%	72.83%	72.83%	0.080%	100.00%	30 days

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
6	Tata, MH-CDMA	0 38	97 57%	20.0	0.00%	0.30%	0.41%	97 3%	67 34%	71.16%	NA	NA	0.430%	100.00%	60 days
ii.	**Gujarat**														
7	Hutch Fascel	19 48	96.55%	9 6	0 11%	0 27%	1.06%	96.9%	99.28%	99.82%	81 66%	95 30%	0 074%	100.00%	07 days
8	IDEA Cellular	9.88	98.97%	15.7	1.60%	0 69%	1 52%	98.0%	74.00%	95 50%	68.50%	76 50%	0.078%	100.00%	30 days
9	BSNL	0.00	98.97%	2.2	0 48%	1 58%	0 99%		NA	NA	NA	NA	0.020%	100.00%	30 days
10	Bharti Cellular	12 38	99.84%	11 9	0 11%	0.08%	0.81%	97.3%	100.00%	Nil	82.24%	96.02%	0.190%	100.00%	07 days
11	Reliance-CDMA	36 33	98.35%	4 7	0 00%	0.47%	0 92%	99.2%	99.50%	99.50%	71.13%	71.13%	0.090%	100 00%	30 days
12	Tata-CDMA	17 40	97 99%	4 7	0 00%	0 20%	0.68%	98.3%	80.00%	84 00%	NA	NA	0.280%	100 00%	30 days
iii.	**Andhra Pradesh**														
13.	IDEA Cellular	13.51	99.98%	5 5	0 28%	1.63%	0.52%	99.3%	100.00%	Nil	84.00%	96.00%	0.010%	100.00%	30 days
14	Bharti Mobile	164.30	98 66%	16 1	0 48%	0 69%	1 05%	99.5%	99.00%	99.00%	93.00%	95.00%	0 040%	100.00%	30 days
15	BSNL, AP	0.00	98 00%	6 0	0.70%	9.39%	1.62%	97 0%	100.00%	Nil	76 00%	85.00%	0.030%	97.00%	30 days
16	Hutchison Essar S	16.00	99.16%	5.0	0 28%	0 74%	0 63%	98 0%	100.00%	Nil	100.00%	Nil	0.090%	100 00%	15 days
17.	Reliance-CDMA	41.00	98.75%	5 3	0 00%	0 63%	0.73%	99 9%	99.50%	99 50%	49 90%	49 90%	0.080%	100.00%	30 days
18	Tata-CDMA	5.29	99 32%	5.7	0 00%	1 33%	0.43%	97 2%	77 00%	82.00%	NA	NA	0.250%	100.00%	30 days
iv.	**Karnataka**														
19	Bharti Mobile	23.10	99.65%	13.0	0.37%	0 32%	1 30%	96 4%	97.61%	97.65%	94 80%	96.38%	0 004%	100.00%	30 days
20	Spice Comm.	1.34	99 87%	9 0	0.15%	3 15%	1.25%	99 7%	NA	NA	100.00%	Nil	0 002%	100.00%	30 days
21	BSNL	21.00	99 50%	10.5	0.41%	3 50%	1 20%	98 0%	96.00%	98 00%	80 00%	88.00%	0 100%	100 00%	07 days
22	Hutchison Essar S	15.33	98.04%	10.0	1.00%	2.00%	1.95%	96 7%	97.00%	96.00%	97.30%	81 30%	0.020%	100.00%	30 days
23	Reliance-CDMA	39.67	98.62%	6.7	0.00%	0.58%	0.67%	99.9%	95.50%	95.50%	60.33%	60.33%	0.60%	100.00%	30 days
24.	Tata-CDMA	14.35	99.39%	6.9	0.00%	0 24%	1 09%	96.4%	93.00%	96.30%	NA	NA	0.260%	100.00%	30 days
v.	**Tamil Nadu**														
25.	BPL Cellular	31.40	98.91%	11.7	0.74%	1.26%	0 80%	98 8%	99.55%	100.00%	98.53%	100.00%	0.090%	100.00%	30 days
26.	Airtel	18.55	99.02%	11.4	2.66%	3.88%	1.67%	95.7%	100.00%	Nil	95.00%	95.00%	0 030%	100 00%	25 days
27	BSNL	0.00	95.10%	7.8	0 98%	1.90%	1 20%	95 0%	85 00%	85 00%	85 00%	97.00%	0 000%	100.00%	Nil

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
28.	Bharti Cellular	20.00	99.63%	11.3	0 03%	0.76%	0 77%	98.4%	99 99%	400 00%	84 36%	95 57%	0 070%	100 00%	30 days
29.	Reliance-CDMA	28.33	98 80%	5 7	0.00%	0.45%	0 76%	99 0%	99 50%	99 50%	80 43%	80 43%	0.070%	100 00%	30 days
30.	Tata-CDMA	13.02	98 58%	10.7	0 00%	0.98%	1 11%	97.7%	93.00%	95 00%	NA	NA	0 130%	100 00%	03 days
	'B' Circle														
vi.	**Kerala**														
31	IDEA-Escotel Mobile	22.22	99.87%	13 9	0.35%	1.51%	2 16%	97 9%	100 00%	Nil	90.00%	98.00%	0 370%	100.00%	30 days
32	BPL Cellular	12 50	96.20%	15 9	0 80%	1.40%	1 26%	99 1%	0.39%	100 00%	96.00%	96 00%	0 005%	100.00%	30 days
33.	BSNL	22 00	98.10%	16 6	0.67%	1.80%	1 63%	95 2%	NA	NA	NA	NA	0 002%	100.00%	30 days
34	Bharti Cellular	8.05	99.53%	12 4	0.03%	0.20%	1 23%	98.6%	84.00%	88.00%	100 00%	Nil	0.080%	100.00%	NA
35.	Tata-CDMA	0.00	99.58%	18 5	0.00%	0.00%	0 38%	96.1%	92.00%	94.00%	NA	NA	0.10%	100.00%	07 days
36.	Reliance-CDMA	13 33	58.75%	5.7	0 00%	0.44%	0 79%	99.6%	95.50%	95.50%	70.46%	70.46%	0.090%	100.00%	30 days
vii.	**Punjab**														
37.	Spice Comm	23.50	95.06%	12 0	0.12%	3.61%	1 58%	97.0%	100 00%	Nil	100 00%	98 00%	0.022%	100.00%	30 days
38	Bharti Mobile	6.60	99.01%	11.0	0.12%	0.07%	1 82%	99.2%	99.91%	99 98%	99.99%	99.99%	0.090%	100.00%	01 day
39.	Hutchission Essar South	Nil	99.06%	10.0	0.07%	0.44%	1 47%	100.00%	97 66%	97.66%	80 83%	95 80%	0.091%	100.00%	30 days
40.	BSNL	42.50	99.80%	3 8	0.30%	1.67%	1.19%	100 00%	NA	NA	NA	NA	0.010%	100.00%	30 days
41.	Reliance-CDMA	23.00	98.57%	4 3	0 002%	0.48%	1.06%	99 7%	99.50%	99 50%	61.00%	61.00%	0.070%	100.00%	30 days
42.	Tata-CDMA	3.06	99.90%	6.0	0.00%	0.11%	0.62%	95.3%	96.60%	96.60%	NA	NA	0.210%	100.00%	30 days
viii.	**Haryana**														
43.	IDEA-Escotel Mobile	7.26	99 98%	13 9	0 30%	0.71%	0.94%	99 5%	100.00%	Nil	85 00%	95.00%	0.040%	100.00%	37 days
44	Hutch-Aircel Digilink	7 10	99.90%	9 3	0 01%	0.32%	1 73%	98 4%	100 00%	Nil	82 40%	95.60%	0.090%	100.00%	15 days
45	BSNL	17.00	95.33%	3 7	6 88%	13.47%	3 43%	95 6%	NA	NA	NA	NA	0 010%	100.00%	30 days
46	Bharti Cellular	1.58	98 04%	10 0	0 34%	0 32%	1 75%	99 0%	99 98%	99 99%	98 00%	99 00%	0 090%	100 00%	01 day
47	Reliance-CDMA	33 33	98 22%	6 0	0 00%	0 54%	1 15%	99 4%	99 50%	99 50%	61 00%	61.00%	0.090%	100.00%	30 days
48.	Tata-CDMA	6 34	99 62%	8 0	0 00%	0 48%	1 14%	97 1%	96 60%	96 60%	NA	NA	0 400%	100 00%	30 days

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
n.	UP-W														
49	Hutchission Essar	Nil	97.40%	10.0	0.06%	0.63%	2.10%	96.0%	99.90%	99.90%	83.00%	91.00%	0.070%	100.00%	30 days
50	IDEA	7.00	99.68%	11.4	0.89%	1.94%	1.84%	97.7%	81.00%	96.00%	85.00%	95.00%	0.510%	100.00%	30 days
51.	BSNL	0.00	99.00%	17.0	1.10%	0.20%	2.00%	99.0%	NA	NA	NA	NA	0.100%	100.00%	07 days
52	Bharti Cellular	12.55	98.72%	14.1	0.15%	0.40%	1.45%	97.0%	99.39%	99.78%	NA	NA	0.090%	100.00%	30 days
53	Reliance-CDMA	26.00	97.37%	4.7	0.00%	0.68%	1.25%	99.0%	99.50%	99.50%	35.23%	35.23%	0.080%	100.00%	30 days
54	Tata-CDMA	9.24	99.19%	17.1	0.00%	0.00%	0.81%	96.4%	85.00%	99.10%	NA	NA	0.016%	100.00%	30 days
x.	UP-E														
55	Bharti Cellular	24.00	99.05%	14.1	0.43%	0.91%	1.95%	97.0%	81.00%	96.50%	97.00%	98.00%	0.070%	98.00%	30 days
56	Hutch-ADII	0.00	97.35%	8.0	0.13%	0.00%	1.98%	96.1%	100.00%	83.00%	100.00%	99.00%	0.005%	100.00%	01 days
57	BSNL	2.00	93.00	12.0	4.00%	4.00%	2.83%	95.0%	NA	NA	NA	NA	0.100%	100.00%	01 day
58	Reliance-CDMA	38.00	97.86%	4.3	0.00%	0.57%	1.60%	95.0%	99.50%	99.50%	35.33%	35.33%	0.070%	100.00%	30 days
59	Tata-CDMA	10.40	99.89%	16.8	0.00%	0.00%	0.56%	99.0%	95.00%	95.00%	NA	NA	0.520%	100.00%	NA
ix.	Rajasthan														
60	Hutch-Aircel Diglink	6.23	99.27%	8.8	0.35%	0.34%	1.89%	97.2%	100.00%	87.51%	100.00%	94.24%	0.090%	100.00%	21 days
61	BSNL	144.30	94.80%	6.2	1.10%	14.80%	2.20%	97.5%	0.60%	4.20%	20.00%	32.20%	0.500%	99.30%	30 days
62	Bharti-Hexacom	23.00	96.89%	10.0	0.28%	0.45%	1.71%	96.4%	99.91%	99.98%	95.32%	97.31%	0.005%	100.00%	02 days
63	Reliance-CDMA	59.67	96.77%	6.7	0.00%	0.52%	1.64%	98.0%	99.50%	99.50%	54.63%	54.63%	0.090%	100.00%	30 days
64	Tata-CDMA	11.37	99.47%	9.7	0.00%	0.00%	0.74%	96.3%	67.33%	73.00%	NA	NA	0.026%	100.00%	30 days
xii.	Madhya Pradesh														
65	IDEA Cellular	7.12	98.66%	12.3	0.74%	0.73%	1.87%	99.0%	100.00%	Nil	72.07%	76.60%	0.100%	100.00%	30 days
66	Reliance-GSM	16.26	98.17%	8.1	0.57%	8.10%	2.84%	96.8%	100.00%	Nil	100.00%	Nil	0.030%	100.00%	01 day
67	BSNL	0.00	97.91%	2.7	0.70%	2.18%	2.18%	100.0%	99.00%	99.50%	97.00%	99.30%	0.029%	100.00%	30 days
68	Bharti Cellular	20.40	99.68%	10.0	0.03%	0.33%	0.58%	98.04%	99.93%	9.99%	7.22%	98.30%	0.098%	100.00%	30 days
69	Reliance-CDMA	60.33	97.78%	6.0	0.00%	0.59%	1.50%	98.0%	95.50%	95.50%	62.40%	62.40%	0.070%	100.00%	30 days
70	Tata-CDMA	0.27	98.27%	3.8	0.00%	0.00%	0.60%	98.1%	100.00%	Nil	NA	NA	0.420%	100.00%	30 days

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
xiii.	**West Bengal**														
71	Bharti	0.00	98 75%	5 1	0 56%	1.78%	1 67%	100 00%	99 46%	99.81%	96.76%	97 80%	0 010%	100 00%	21days
72	Reliance-GSM	7 49	98 00%	9 4	1 48%	7.23%	2 60%	97 4%	NA	NA	100 00%	N.1	Nil	NA	
73	BSNL	0.00	98 44%	5 8	0 97%	1.57%	2 61%	98.6%	NA	NA	NA	NA	0 000%	100 00%	Nil
74	Tata-CDMA	22 36	98 76%	9 6	0 00%	0 00%	0 95%	97 3%	NA	NA	NA	NA	0 170%	100 00%	30 days
75	Reliance-CDMA	25 00	98.16%	4 0	0.00%	0 66%	1 05%	98 4%	99 50%	99 50%	52.70%	52 70%	0 090%	100.00%	30 days
76	Hutchisson Essar S	17 41	96 14%	9 5	0 30%	0 76%	1.83%	97 2%	100 00%	100 00%	90 00%	98 00%	0 090%	100.00%	30 days
	C' Circle														
xiv	**Himachal Pradesh**														
77	Bharti Telenet	4 83	97.94%	11.0	0 72%	0 80%	1 47%	98.7%	99 99%	100.00%	NA	NA	0 001%	100.00%	01 day
78	Reliance-GSM	11 10	100 00%	8 2	0 26%	1.56%	2 60%	98 3%	95 00%	100 00%	95 00%	100 00%	Nil	Nil	Nil
79	BSNL	0.00	98 40%	5.7	2 00%	4.00%	2.80%	95.2%	NA	NA	NA	NA	0 070%	100.00%	07 days
80	Reliance-CDMA	28.00	98.85%	4 3	0 00%	0.41%	0 74%	98 0%	95.50%	95 50%	61 00%	61 00%	0 080%	100.00%	30 days
81	Tata-CDMA	0 00	98.37%	12 0	0 00%	0.29%	0 71%	95.9%	96.60%	96 60%	NA	NA	0 220%	100 00%	30 days
xv	**Bihar**														
82	Reliance-GSM	15 53	96 33%	8.3	1 76%	9 20%	2 03%	96.6%	NA	NA	NA	NA	0 000%	NA	NA
83	BSNL	8 00	98.64%	8 1	3.34%	12.96%	3 04%	90 3%	NA	NA	NA	NA	0.220%	89 92%	42 days
84	Reliance-CDMA	82.00	95.88%	4.7	0.00%	0.60%	1 47%	99.2%	99 50%	99.50%	52 70%	52.70%	0.090%	100.00%	30 days
85	Bharti Cellular	6.36	98.63%	6.8	1.20%	1.85%	2 74%	97 8%	96.00%	99.00%	97.00%	97.00%	0.110%	100.00%	30 days
86	Tata-CDMA	0.18	99.19%	8 3	0.00%	0.00%	0.56%	98.3%	NA	NA	NA	NA	1.920%	100.00%	30 days
xvi	**Orissa**														
87	Reliance-GSM	1 32	98.61%	7 2	0 17%	7.74%	2 07%	98.8%	NA	NA	88.67%	100.00%	0.000%	NA	NA
88	BSNL	37.37	93 22%	10.0	4 45%	11.77%	2.10%	93.0%	NA	NA	NA	NA	0.160%	100.00%	Nil
89	Bharti	0.00	99.85%	7.0	0.04%	0.12%	1 08%	98.9%	99 95%	100 00%	96 86%	98.16%	0.040%	100.00%	30 days
90	Reliance-CDMA	46.33	98.19%	5.0	0.00%	0.56%	1 14%	98.0%	99.50%	99.50	62.40%	62.40%	0.070%	100.00%	30 days
91	Tata-CDMA	2.23	97.76%	9.2	0.00%	0.00%	0.69%	95 8%	NA	NA	NA	NA	0.180%	100.00%	30 days

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
xvii	**Assam**														
92	Bharti	154 56	99 17%	10 0	0 11%	C 62%	1 91%	95 0%	99 80%	100 00%	NA	NA	0 080%	100 00%	30 days
93	BSNL	0 00	98 00%	10.0	3 00%	4 00%	3 00%	98 0%	70 00%	80 00%	80 00%	95.00%	0 010%	100 00%	30 days
94	Reliance-GSM	55 16	95.33%	12 2	1 04%	4.82%	1 16%	95 7%	85 00%	95 00%	85 00%	95 00%	0 040%	100 00%	NA
xviii	**J & K**														
95	BSNL	23.40	99 00%	15 0	1 30%	7 33%	2 00%	96 0%	NA	NA	NA	NA	0 100%	100 00%	21 days
96	Bharti	4 50	97 92%	10 0	0 46%	0 25%	1 58%	97 7%	99 99%	100 00%	NA	NA	0 050%	100 00%	NA
xix	**NE**														
97	BSNL	7 00	99 80%	11 0	0 49%	1 37%	2 20%	98 1%	NA	NA	NA	NA	0 000%	100.00%	15 days
98	Bharti	0.00	98 99%	10 0	0 01%	0 08%	1 21%	97 5%	100 00%	Nil	NA	NA	0 130%	100 00%	30 days
99	Reliance-GSM	4.00	96.00%	8 3	0 93%	7 17%	2 71%	97.0%	65 00%	93 00%	65 00%	93 00%	0 005%	100 00%	01 day
	METRO														
xx	**Delhi**														
100	Bharti Cellular	0 00	98 51%	14 4	0 12%	0.06%	1.57%	98.3%	99.68%	99 85%	93 91%	95 76%	0 070%	100 00%	30 days
101	Hutchison Essar M Serv	Nil	99.62%	8 2	0.01%	0.05%	1.32%	98 8%	99.00%	99 00%	84.33%	87.33%	0 007%	100.00%	30 days
102	MTNL	0.00	95.34%	12 7	0.55%	0.55%	1.43%	95.1%	Nil	Nil	97.60%	97.60%	0 090%	100.00%	30 days
103	IDEA Cellular	0.00	99.99%	7.0	1.29%	2.70%	0.58%	98.4%	100.00%	Nil	90.00%	98.00%	0.042%	100 00%	30 days
104	Tata-CDMA	0.00	98 07%	9.6	0.00%	0.19%	0.63%	95.5%	84.00%	89.00%	NA	NA	0.590%	100.00%	30 days
105	Reliance-CDMA	0 00	98.33%	4.0	0.00%	0.46%	0.83%	97.5%	99.50%	99.50%	56.33%	56.30%	0.080%	100.00%	30 days
xxi	**Mumbai**														
106	BPL Mobile	285.46	99.45%	11.1	0.27%	1.87%	1.63%	99.0%	72.93%	NA	97.49%	99.06%	0.100%	100.00%	40 days
107	Hutchison Max Tel	0.00	99.26%	9.0	0.69%	1.59%	1.61%	97.2%	97.47%	97.51%	84.42%	90.05%	0.00%	100.00%	30 days
108	MTNL	0.00	99.00%	13.8	0.88%	1.72%	1.48%	95.8%	81.50%	95.50%	82.00%	95.50%	0.073%	100.00%	30 days
109	Bharti Cellular	1.00	96.13%	6.0	0.22%	0.31%	1.07%	96.7%	96.39%	96.40%	85.00%	90.00%	0 020%	100 00%	30 days
110	Reliance-CDMA	0.00	97.68%	4.0	0 00%	0.62%	1.23%	99.9%	99.50%	99.50%	64.03%	64.03%	0.070%	100.00%	30 days
111	Tata-CDMA	0.38	97.57%	20.0	0.00%	0.65%	0.41%	97.3%	67.34%	71.16%	NA	NA	0.430%	100.00%	NA

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
xxii	**Chennai**														
112	Aircel Cellular Ltd	1.40	97.60%	14 0	2.21%	6.50%	0.93%	95.2%	95.00%	95.00%	95.00%	95.00%	0.300%	100 00%	30 days
113	Bharti Mobinet	0 00	99.68%	16 4	0 03%	0.04%	0.61%	96.5%	99 97%	99.99%	86.39%	95 00%	0.080%	100.00%	30 days
114	Hutchison Essar S	0 00	99.59%	12.4	0 35%	1 10%	0.85%	98.8%	100.00%	Nil	85.60%	99.30%	0.030%	100.00%	30 days
115	BSNL	0.00	98.00%	12.2	0 40%	3 50%	1.00%	100.0%	NA	NA	NA	NA	0.100%	100.00%	01 day
116	Reliance-CDMA	0 00	98.84%	5.0	0.00%	0 53%	0.42%	100.0%	99.50%	99.50%	80.43%	80.43%	0.070%	100.00%	30 days
117	Tata-CDMA	0.00	99.63%	14.9	0.00%	0.04%	0.68%	96.6%	93.00%	95.00%	NA	NA	0 140%	100 00%	03 days
xxiii	**Kolkata**														
118	Bharti Mobinet	0.00	96 00%	7.8	0.01%	0 11%	1 34%	96 0%	99.84%	99.99%	87.44%	90 35%	0.090%	100 00%	24 days
119	Hutchison Essar S	0.00	99.95%	15.0	0.26%	1.70%	0 84%	96 6%	100.00%	Nil	85.30%	96.00%	0 080%	100 00%	30 days
120	BSNL	0.00	98.10%	7.0	0.81%	1.63%	1 46%	97.9%	NA	NA	NA	NA	0.010%	99 00%	30 days
121	Reliable Internet Ser	0.00	99 47%	9.4	0.01%	0.03%	1.73%	99.5%	NA	NA	100 00%	Nil	Nil	NA	NA
122	Tata-CDMA	20.55	99.59%	9.6	0.00%	0 11%	0 52%	96.4%	NA	NA	NA	NA	0 300%	100.00%	30 days
123	Reliance-CDMA	0 00	98 20%	6 0	0 00%	0 53%	1 27%	98 3%	95 50%	95 50%	52 70%	52.70%	0 080%	100 00%	30 days

Service Providers not meeting the benchmarks NA=Data not available